Chapter 5

Consolidating Complaints

Chapter Overview

Introduction

This chapter explains the process of consolidating complaints. For example, if a complainant has more than one complaint, i.e., Race, Sexual Harassment, and Age. You can consolidate the complaints into one record by designating one of them as the "parent" record. After consolidation, you must enter the parent docket number on each complaint included in the consolidated set for cross-reference purposes.

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Before you Begin

Changes to consolidated records must be made in the parent record as the complaint process continues.

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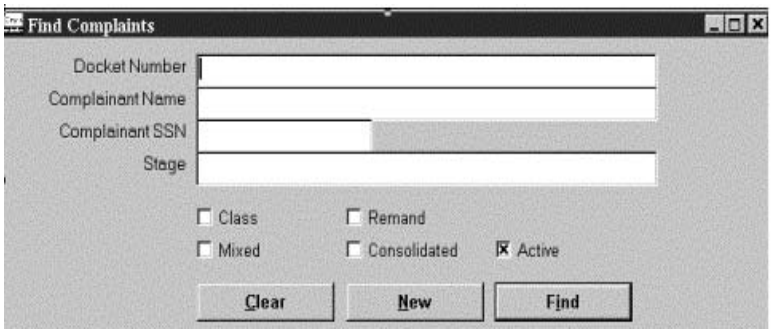
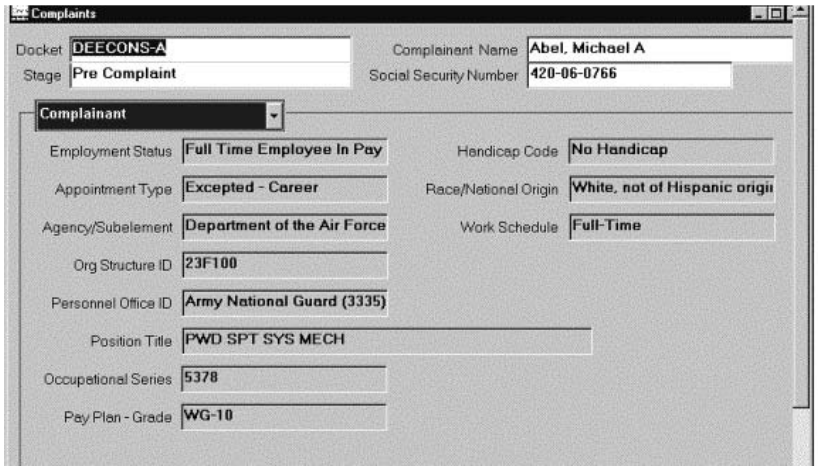
Consolidating Complaints

Accessing the Complaints Window

Step	Action
1	On the **Navigation List**, click *Complaints Tracking* → *EEO Complaints Tracking* → **<Open>**. The **Find Complaints** Window displays. 
2	Query the complaint that will serve as the parent complaint by entering the ***Docket Number*** (ex: DEECONS-A) or ***Complainant Name*** and click **<Find>**. The **Complaints** Window displays for that record and is automatically populated: 

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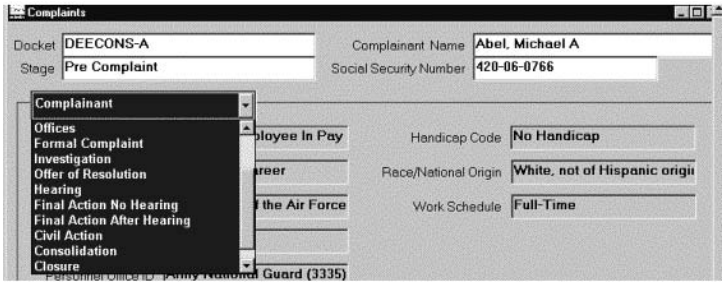
Consolidating Complaints, Continued

Accessing the Complaints Window

Step	Action
3	In the **Complainant** Alternate Region, click the drop down menu and select **Consolidation**. 

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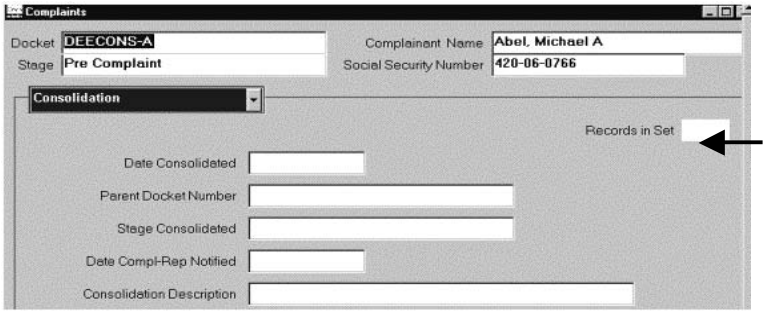
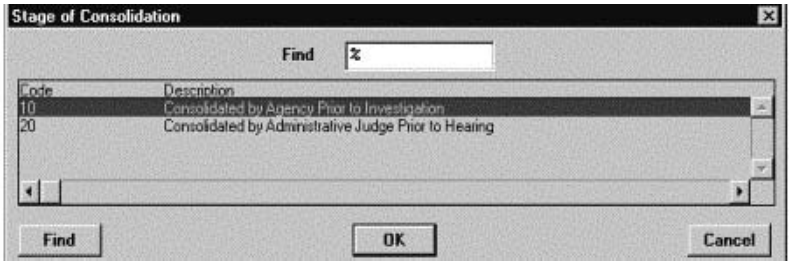
Consolidating Complaints, Continued

Completing the Consolidation Window

Step	Action
1	The **Consolidation** Window displays: 
2	In the ***Date Consolidated*** data field, use the LOV or use the date format DD-MMM-YYYY to enter the date you batched the individual complaints into one consolidated set.
3	Enter the docket number of the parent record in the ***Parent Docket Number*** data field (Ex: DEECONS-A). **Note:** The ***Records in Set*** data field automatically populates with a "1" and will increase one number as you add complaints.
4	Click the LOV in the ***Stage Consolidated*** data field and make a selection. 
5	Click <**OK**>.
6	In the ***Date Compl-Rep Notified*** data field, enter the date on which you notified the complainant's representative that you consolidated the complaint.

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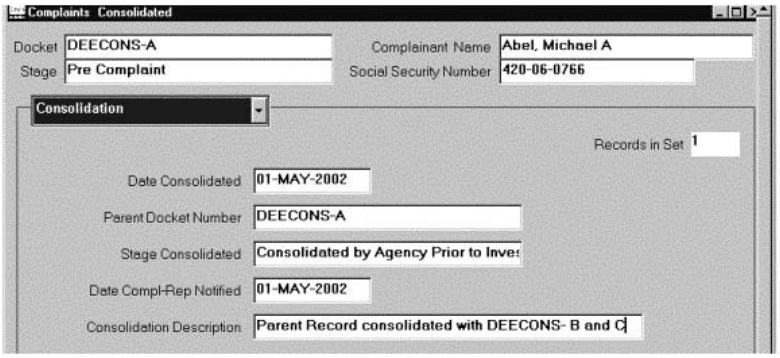
Consolidating Complaints, Continued

Completing the Consolidation Window (continued)

Step	Action
7	Enter free text information in the ***Consolidation Description*** data field.  **Note:** The parent record is the first record in the set.
8	Click <**SAVE**>.
9	Return to the **Navigation List,** click *Complaints Tracking* → *EEO Complaints Tracking* <**Open**>. On the **Find Complaints** Window, query the next complaint to be consolidated. Repeat these procedure steps until you have entered the parent docket number in all the complaints included in the consolidated set.

Verifying Consolidation

Step	Action
1	On the **Find Complaints** Window, query the parent complaint by entering the ***Docket Number*** (ex: DEECONS-A) and click <**Find**>. The **Complaints** Window displays for that record.

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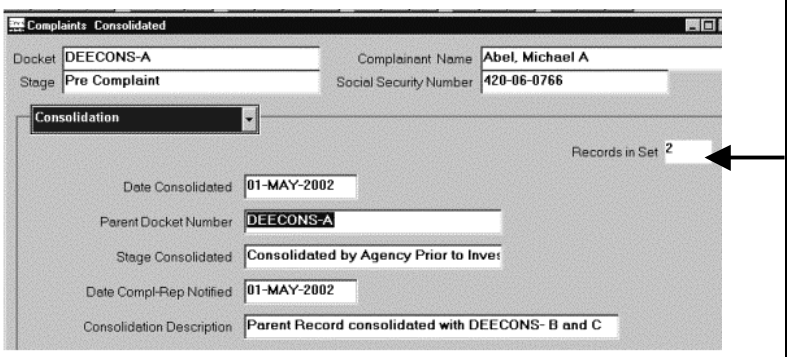
Consolidating Complaints, Continued

Verifying Consolidation (continued)

Step	Action
2	Scroll down to the **Consolidation Region.** The Complaints Consolidated Window displays with the number of records in the consolidated set.